

Service improvement by design

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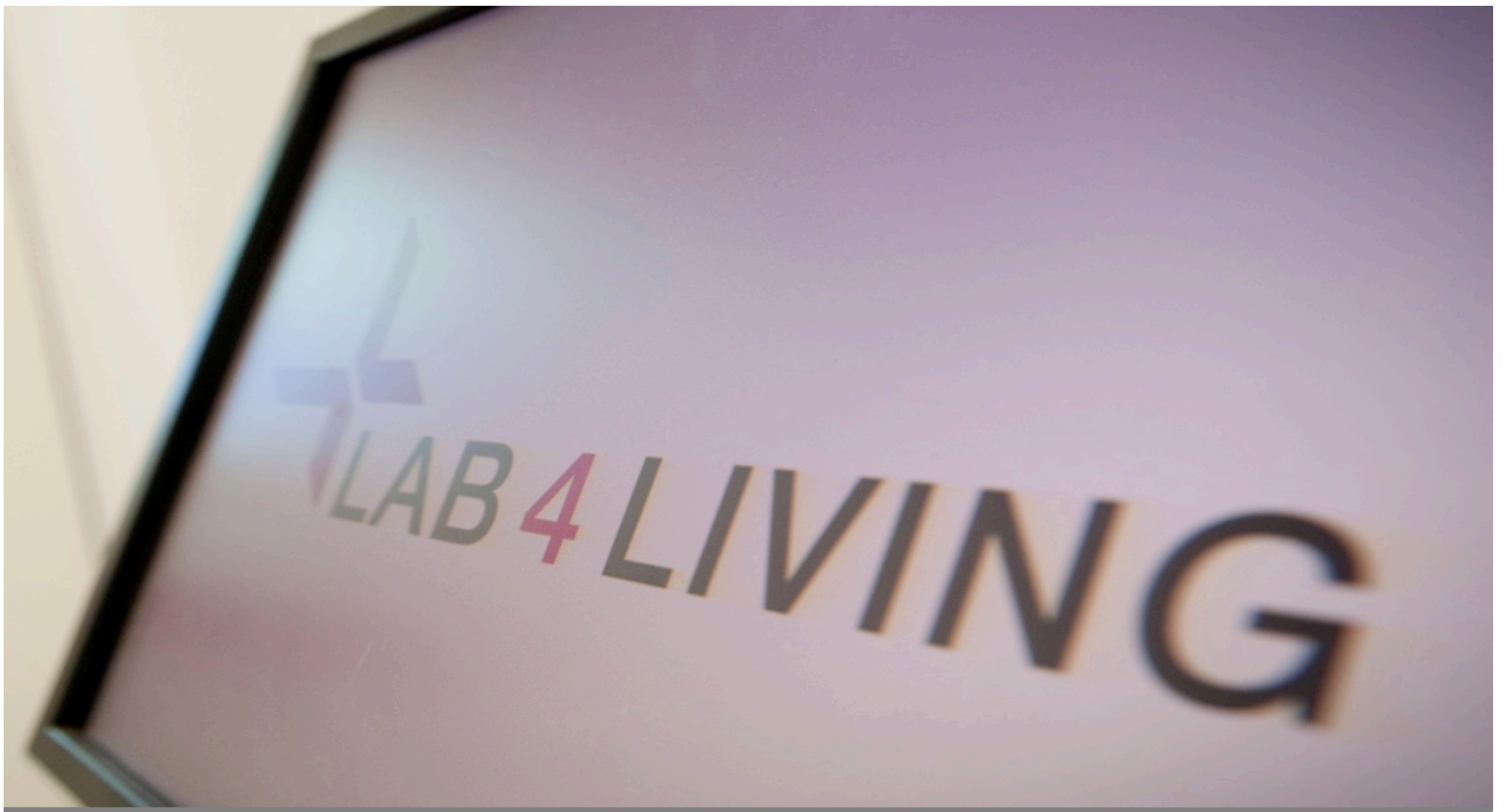
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Published version

LANGLEY, Joe, PARTRIDGE, Rebecca, GRIFFITHS, Paul and VARNEY, Emma (2015). Service improvement by design. In: STH Leadership Forum, University of Sheffield, Sheffield Hallam University, 17/07/2015. (Unpublished)

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Service Improvement by Design

Joe Langley, Rebecca Partridge, Paul Griffiths, Emma Varney

**Sheffield
Hallam
University**



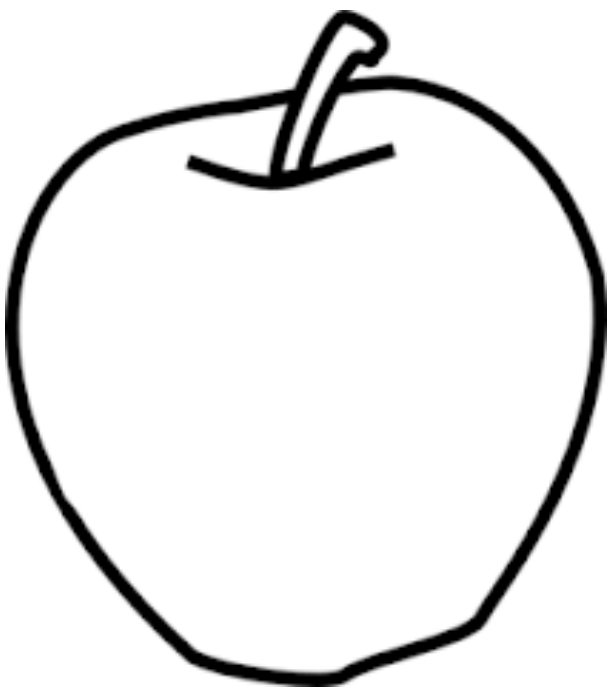
**Turn as many of the 30 circles on your sheet into
recognisable things in 2 minutes**

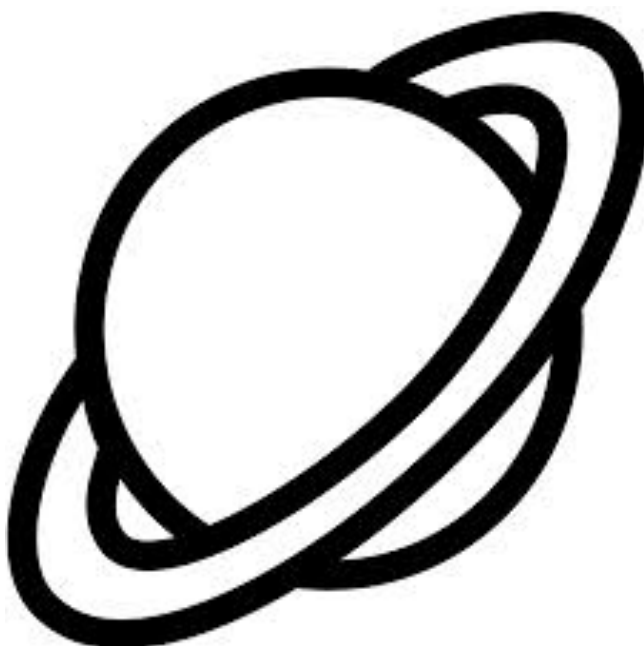


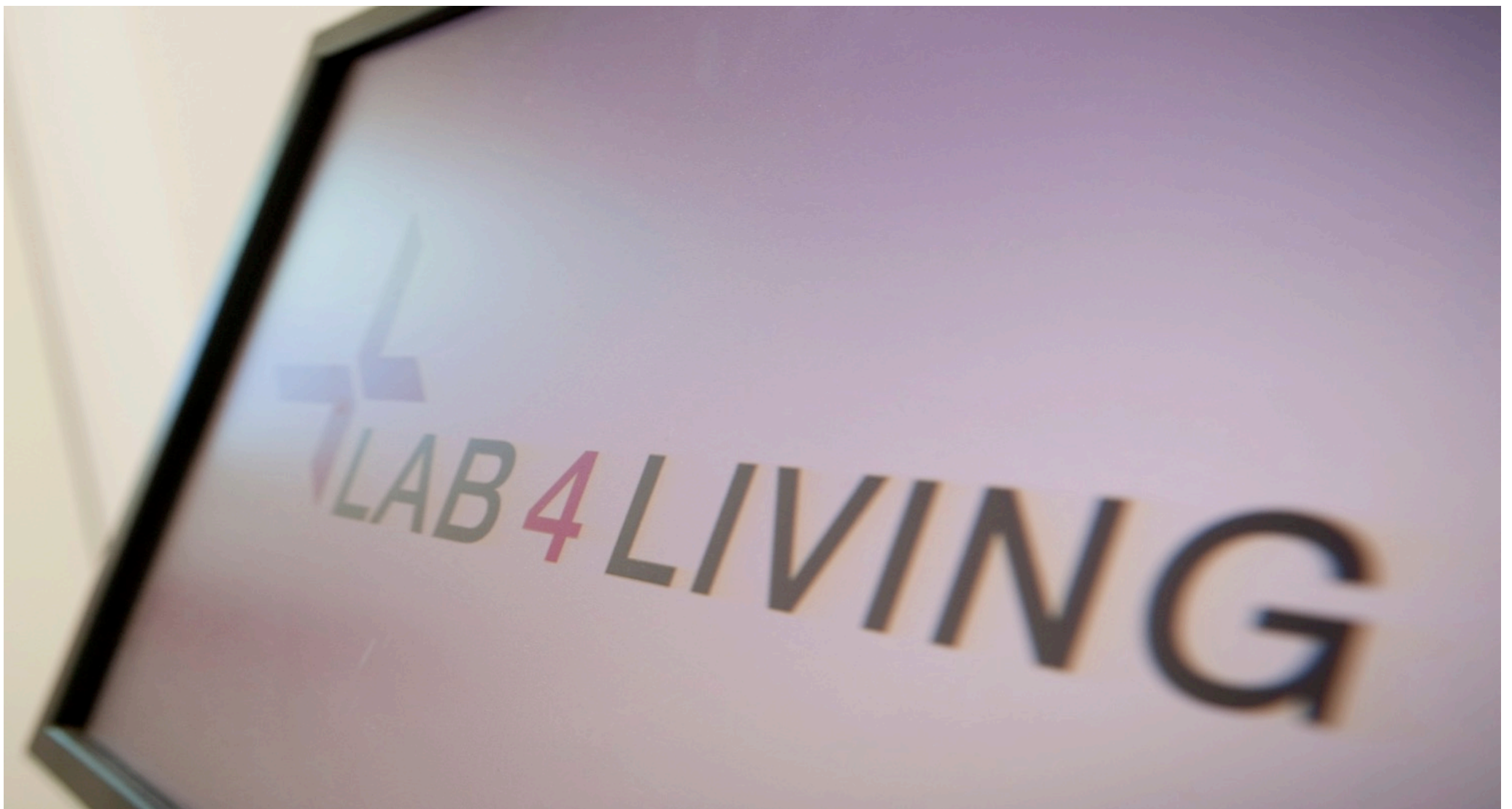
Hours

Minutes

Seconds







www.lab4living.org.uk

**Sheffield
Hallam
University**

stigmas



HEARSAY

Hearing loss can lead to social isolation with interventions needed to enhance communication. Hearing loss can lead to depression, anxiety, and frustration.

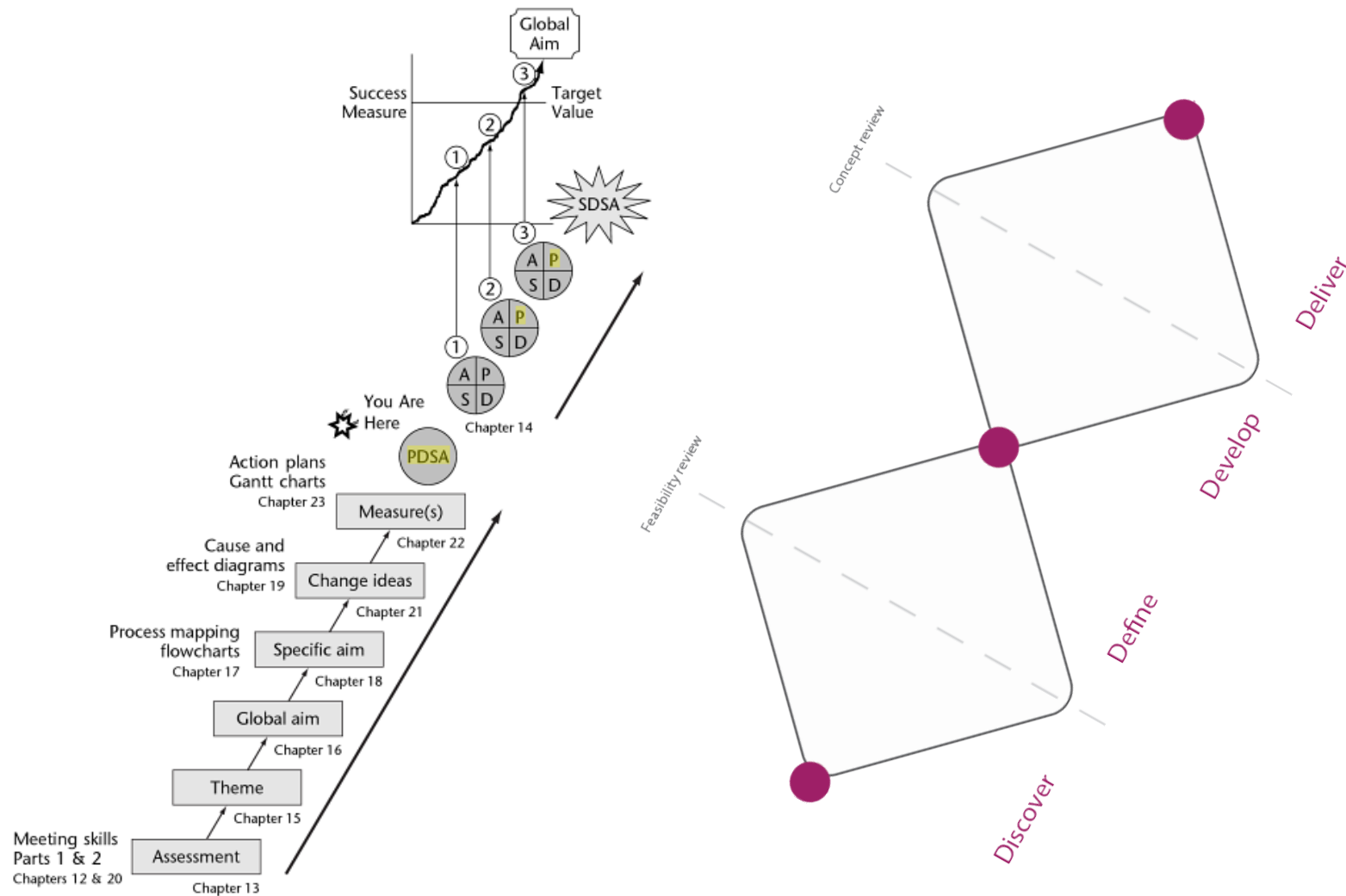


OUT OF REACH

Engagement with objects and living spaces becomes confined, Changing needs and physical changes mean previously useful and desirable products become redundant.



What design can do for you?



“Creativity is the **act** of turning new and imaginative ideas into reality.

Creativity is **characterised** by the ability to *perceive the world in new ways*, to *find hidden patterns*, to *make connections* between seemingly unrelated phenomena, and to *generate solutions*.

Creativity involves two processes: thinking and making.

If you have ideas, but don't act on them, you are imaginative but not creative..”

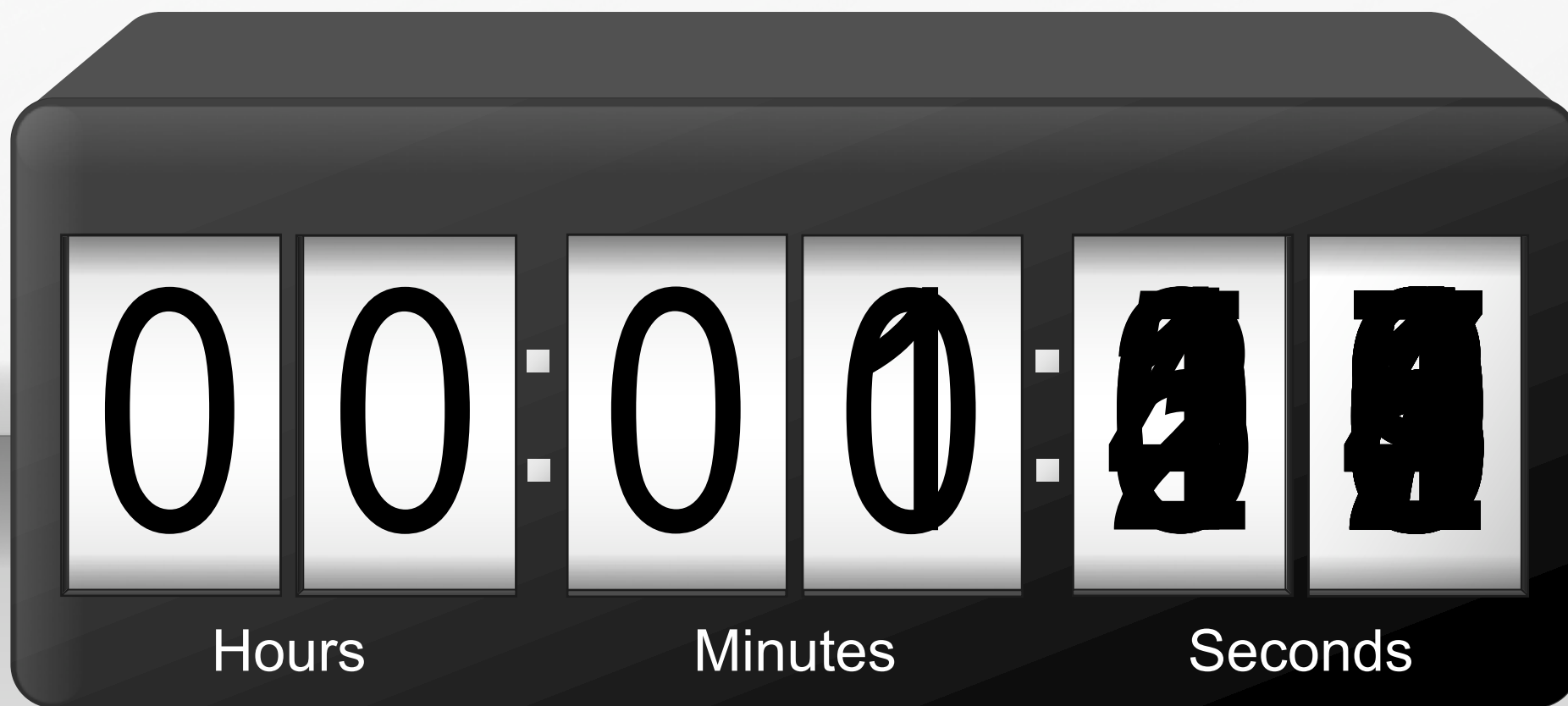
– <http://www.creativityatwork.com/2014/02/17/what-is-creativity/>



Generating Ideas

A photograph of three lemons on a white background. One lemon is sliced in half, showing its internal segments and juice. Two whole lemons are positioned behind and to the right of the sliced one. Three green leaves are scattered around the lemons. The text "How many uses can you think of ?" is overlaid in the center of the image.

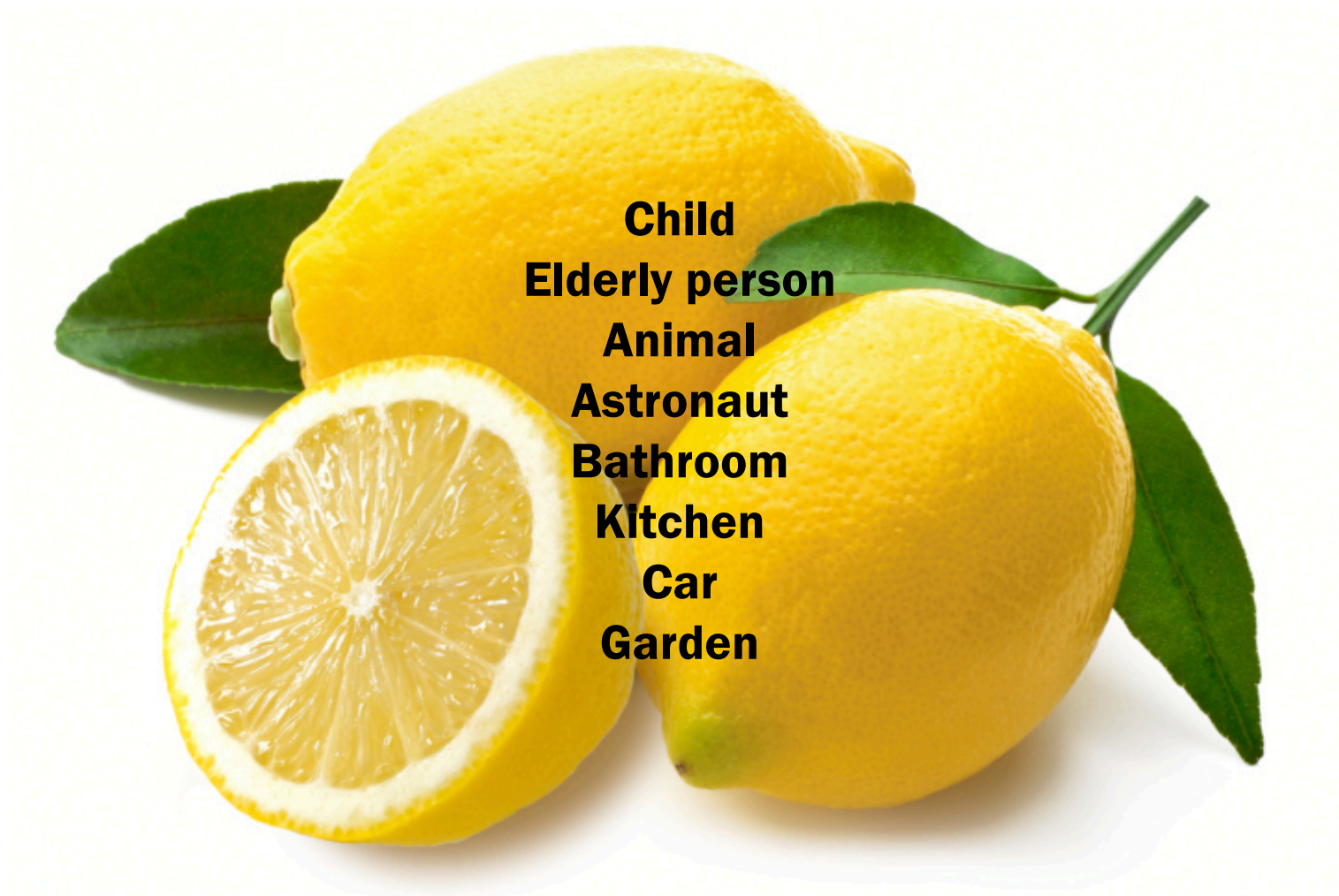
How many uses can you think of ?



Hours

Minutes

Seconds



Child
Elderly person
Animal
Astronaut
Bathroom
Kitchen
Car
Garden



Hours

Minutes

Seconds



1

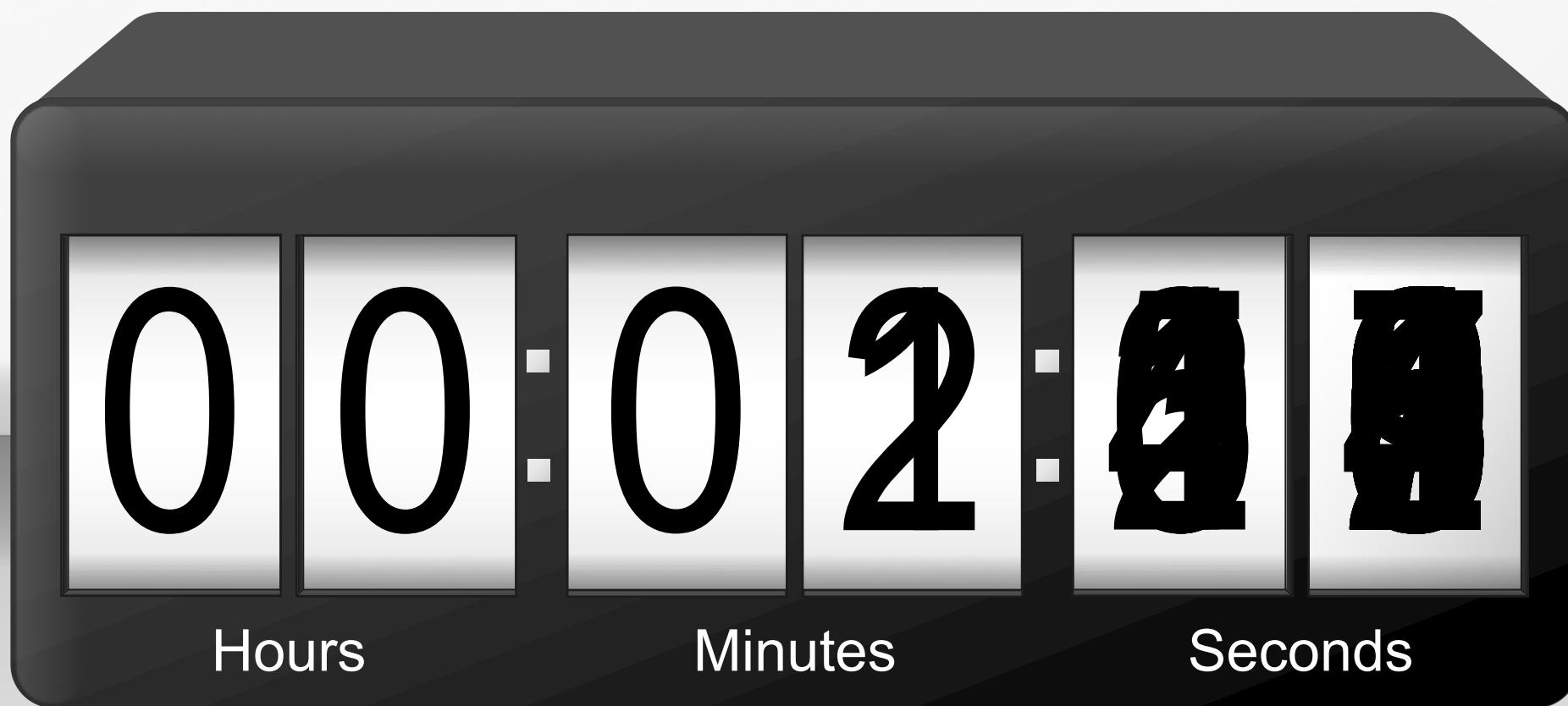
What else could you use
this object for?

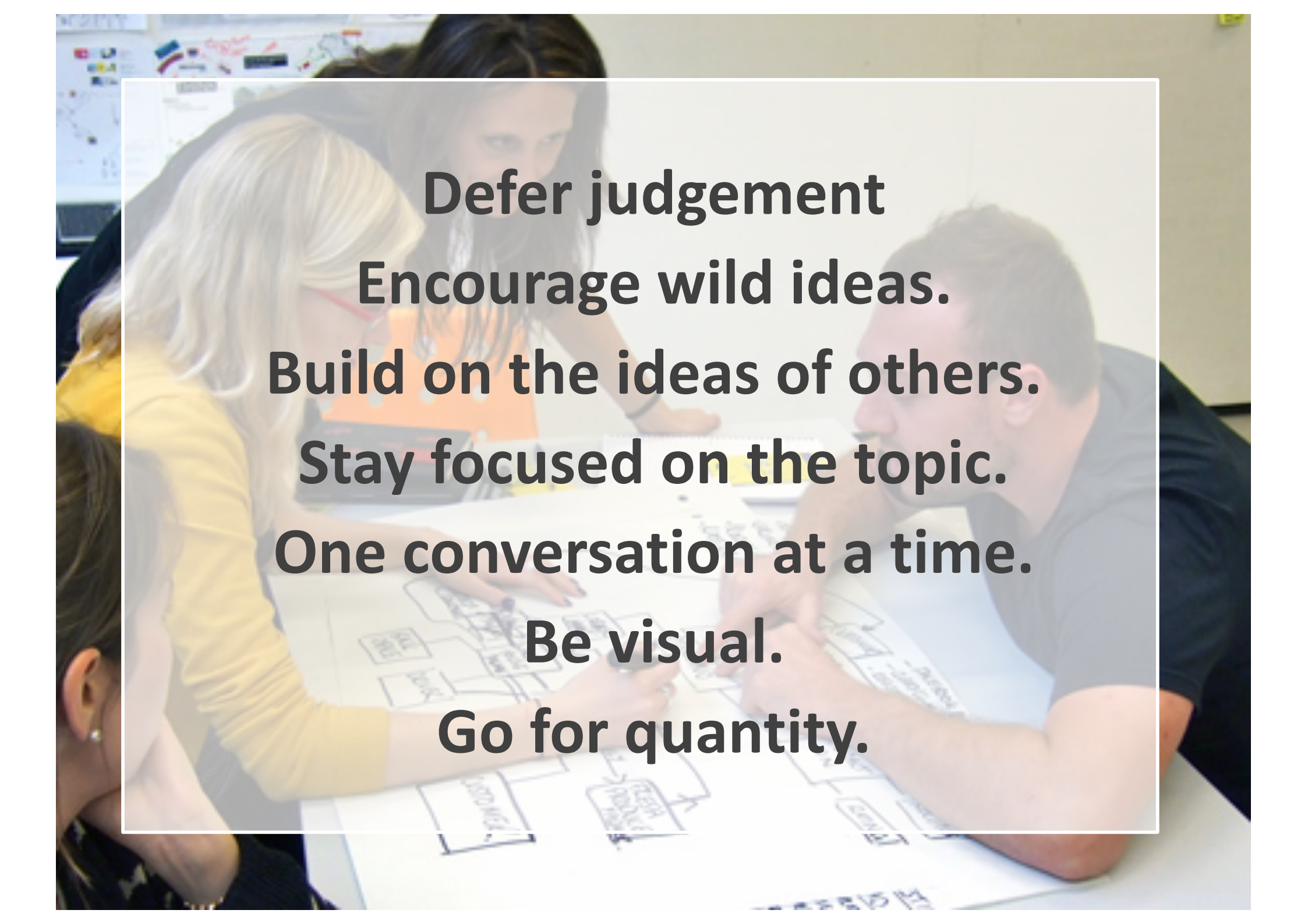
2

What would you add or
change about this
object to make it better?

3

What is the object for?
How else could you
achieve this?

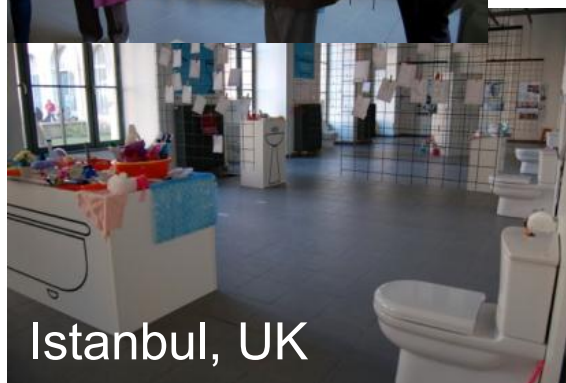


A group of people are gathered around a table in a meeting room. A woman with blonde hair, wearing a yellow long-sleeved shirt, is pointing at a flowchart on the table. A man with dark hair, wearing a dark blue t-shirt, is looking at the flowchart. Another woman with dark hair, wearing an orange top, is also looking at the flowchart. The flowchart is a complex diagram with many boxes and arrows. The text is overlaid on the image in a large, bold, black font.

Defer judgement
Encourage wild ideas.
Build on the ideas of others.
Stay focused on the topic.
One conversation at a time.
Be visual.
Go for quantity.



future bathroom & loo lab





Prototyping

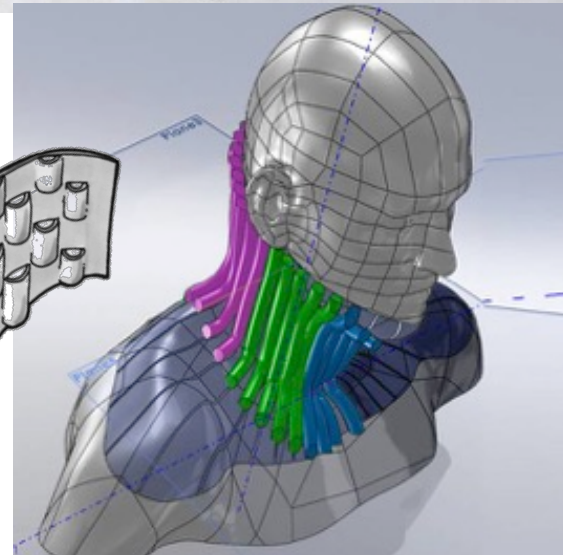
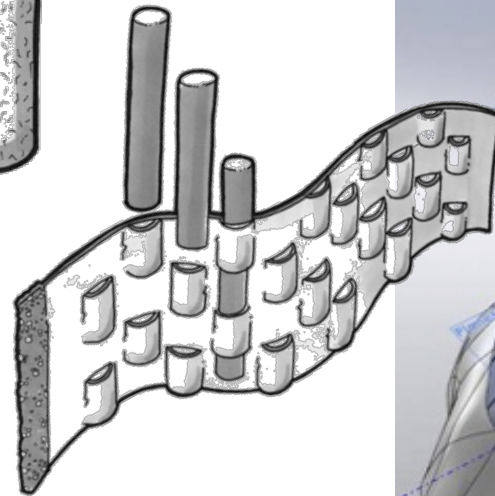
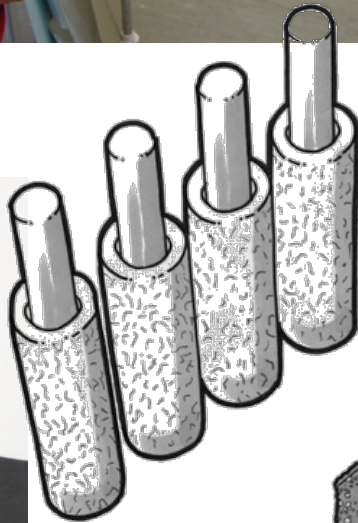
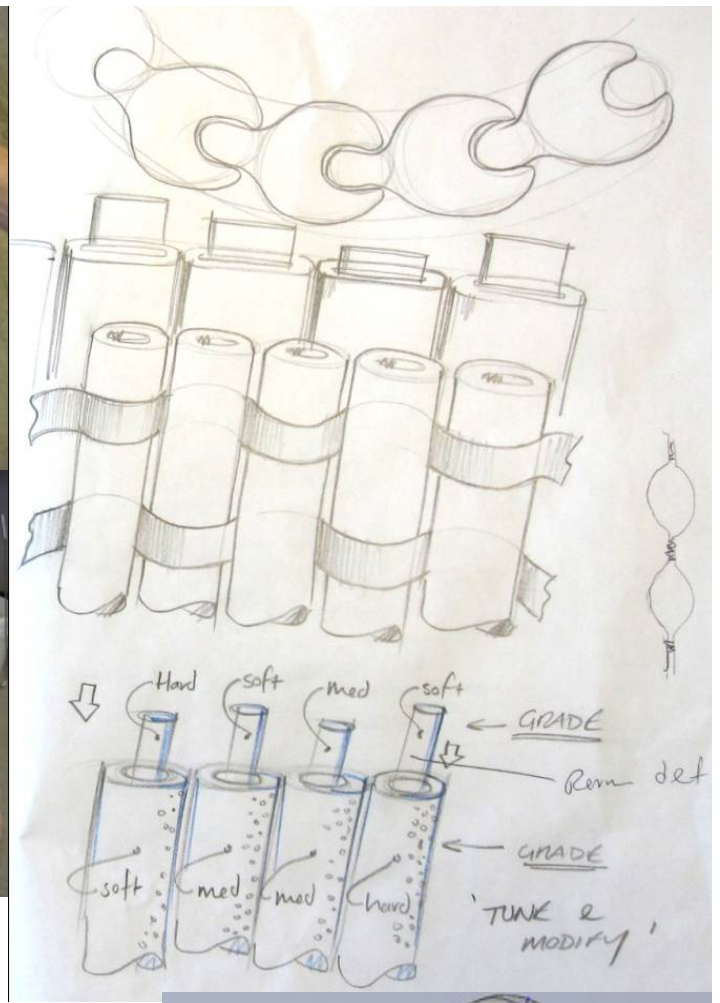
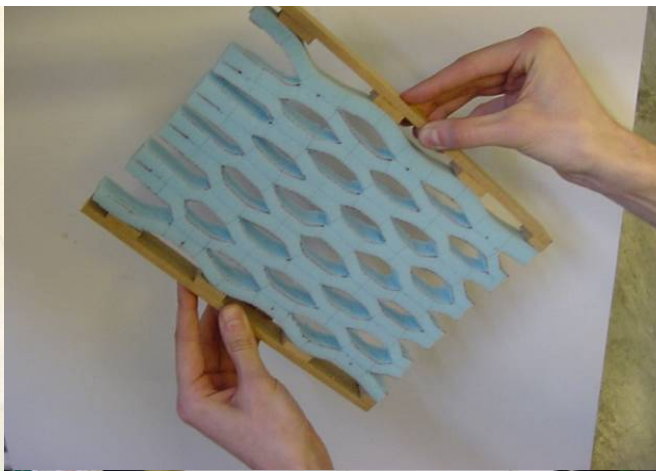
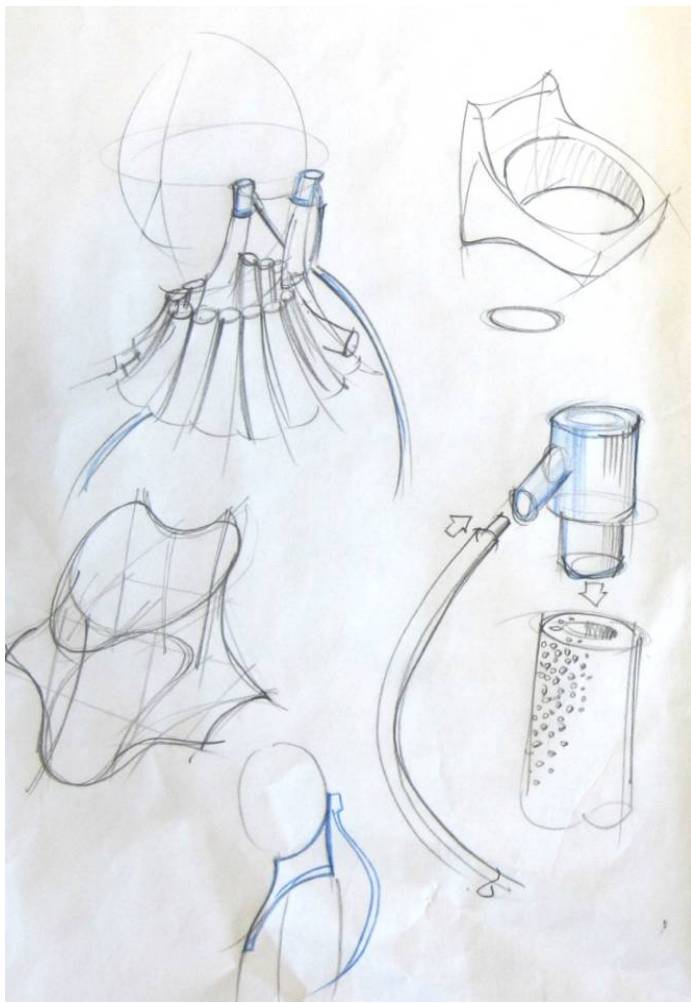


Birthday cake
(and candles)



"I have not failed I have just
found 10,000 ways which
wont work"

Thomas A Edison



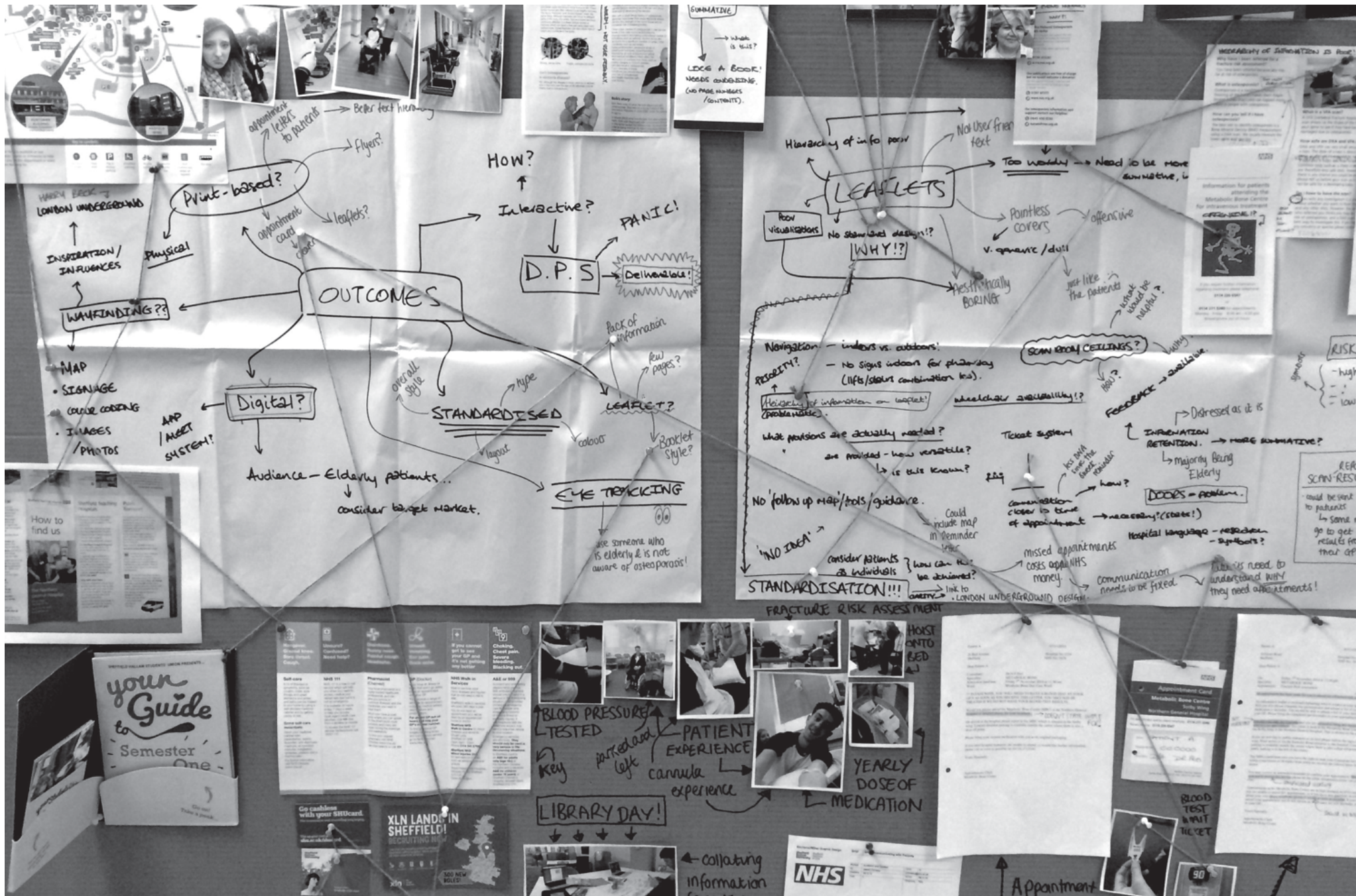




Service Prototyping







3



NOTIFIED
OF SERVICE



SEE VALUE/
SIGN UP.



RECEIVES
WELCOME
KIT IN
MAIL

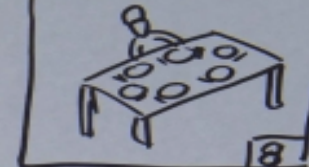


PARENT
INTROD
MONEY TO
CHILD WITH
COLLABORATIVE
GAMES/teaching
tools.

What is
\$?



Selling &
Entrepreneurship



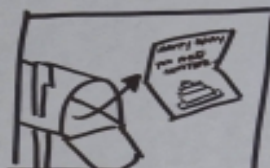
Work/
value
exchange



Parent becomes
aware of
learning
opportunity(bday)



Child turns
10. Receives
check +
cash presents



Invite and
Bday card
From BANK



BANK VISIT
They: visit
kid teller +
take tour



want
vs.
need



First+ DEBIT
CARD. (Ind-
ependent
access to \$)



EYE TRACKING RESEARCH





22 Red Avenue
Sheffield

22 Red Avenue
Sheffield

22 Red Avenue
Sheffield

For appointment or bone profile you need to be referred for advice on the Metabolic Bone Centre (MBC), Northern General Hospital.

0114 275 5340
0114 275 5340

For a further consultation and help, you will be asked to attend an appointment. Please complete the questionnaire and return it to the reception desk. You will also be asked to complete a self-assessment questionnaire for the Metabolic Bone Centre.

If you are waiting at the MBC, you will be asked to wait in the waiting area. Please inform the reception desk if you are waiting. The waiting area is located in the waiting area. Please inform the reception desk if you are waiting.

YOU ARE INVITED TO THE METABOLIC BONE CENTRE (MBC) AT THE NORTHERN GENERAL HOSPITAL.

The MBC is a service for the Metabolic Bone Centre. It is a service for the Metabolic Bone Centre. It is a service for the Metabolic Bone Centre. It is a service for the Metabolic Bone Centre.

Appointments at the Metabolic Bone Centre are held on a regular basis. Please inform the reception desk if you are waiting. The waiting area is located in the waiting area. Please inform the reception desk if you are waiting.

Yours Sincerely,

Appointment Clinic
Metabolic Bone Centre

22 Red Avenue
Sheffield

22 Red Avenue
Sheffield

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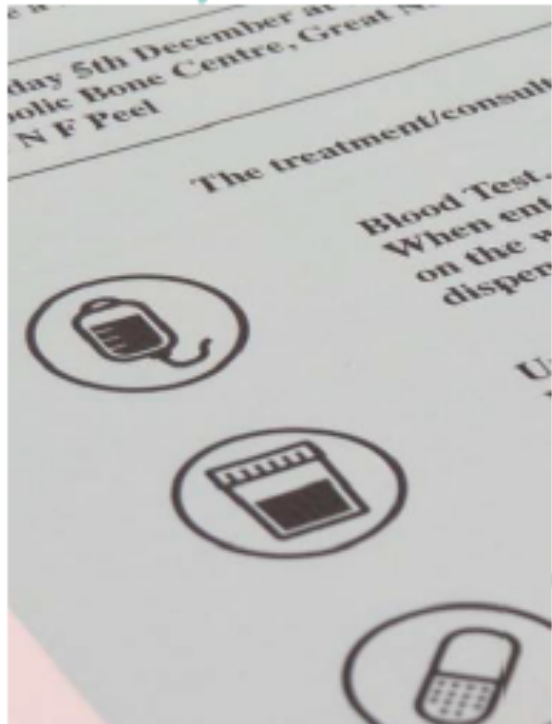
YOU ARE INVITED TO THE METABOLIC BONE CENTRE (MBC) AT THE NORTHERN GENERAL HOSPITAL.

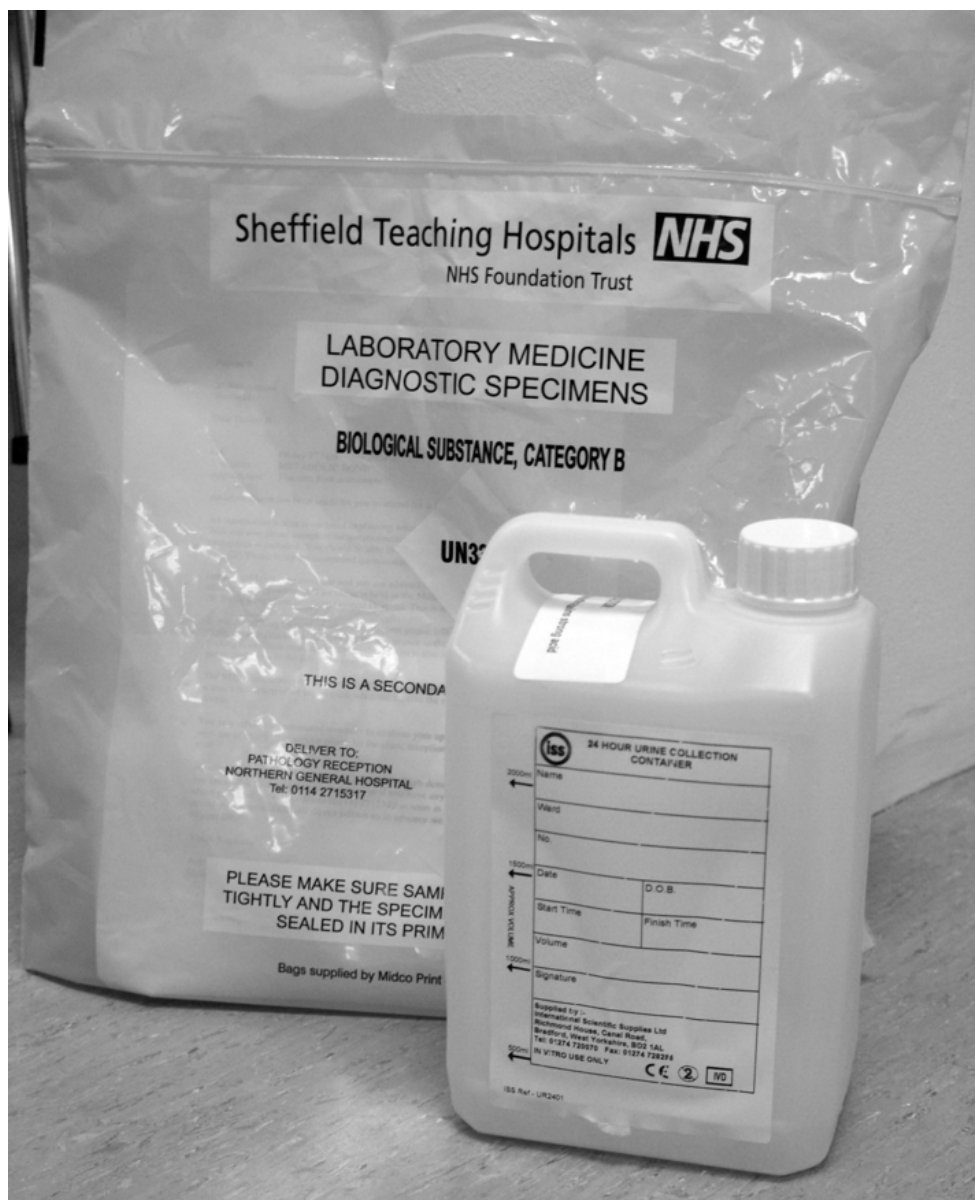
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Yours Sincerely,

Appointment Clinic
Metabolic Bone Centre





Metabolic Bone Centre

Work Up

In the bag you will find a large bottle for a 24 hour urine collection and a smaller bottle for a second collection.

Please start the 24 hour collection the day before your appointment and complete both collections on the morning of your visit.

Instructions for 24 hour urine collection

The bottle contains a small amount of white powder. Do not throw this away, as it is an acid and acts as a preservative.

Day 1 – (Day before your appointment) pass urine into the toilet as usual, when you get up in the morning, to start your day. Immediately write your name, time and date on the large bottle provided. (This is the start time of the collection)

From this time all the urine you pass for the next 24 hours, including any passed in the night, should be collected into the large bottle.

Day 2 – (Day of your appointment) when you get up empty your bladder again and put this sample into the bottle. This should be approximately 24 hours from the start of your collection.

Write the finish time in the section provided.

Your 24 hour urine collection is now complete, thank you for your co-operation.

Instructions for second urine collection

After completing the 24 hour collection please collect a further sample between 9am and 11am and fill the small bottle

Please write your name and record the time of this collection here

Name..... Time.....

The Metabolic Bone Centre
Northern General Hospital
Herries Road
Sheffield
S5 7AU

0114 2714783



FRACTIONAL CALCIUM EXCRETION TESTS

1

10PM - 10AM. No food is to be eaten between 10PM the evening before your test and 10AM the morning of your test. You may need to miss medication and should check this with the doctor.

2

8AM. Empty your bladder as normal. You are now ready to start your collection.

3

8:01AM - 09:59AM. All urine passed after 8AM and before 10AM is collected in bottle. We suggest you drink a litre of water between this time to ensure adequate bladder emptying.

4

9AM. A blood sample will be taken for bone profile creatinine.

5

10AM. Empty bladder into collection bottle and this will be added to the collection. You have finished your collection.

NHS logo

Contact Information

Introduction to test

Clear and concise instructions

Number format to highlight steps

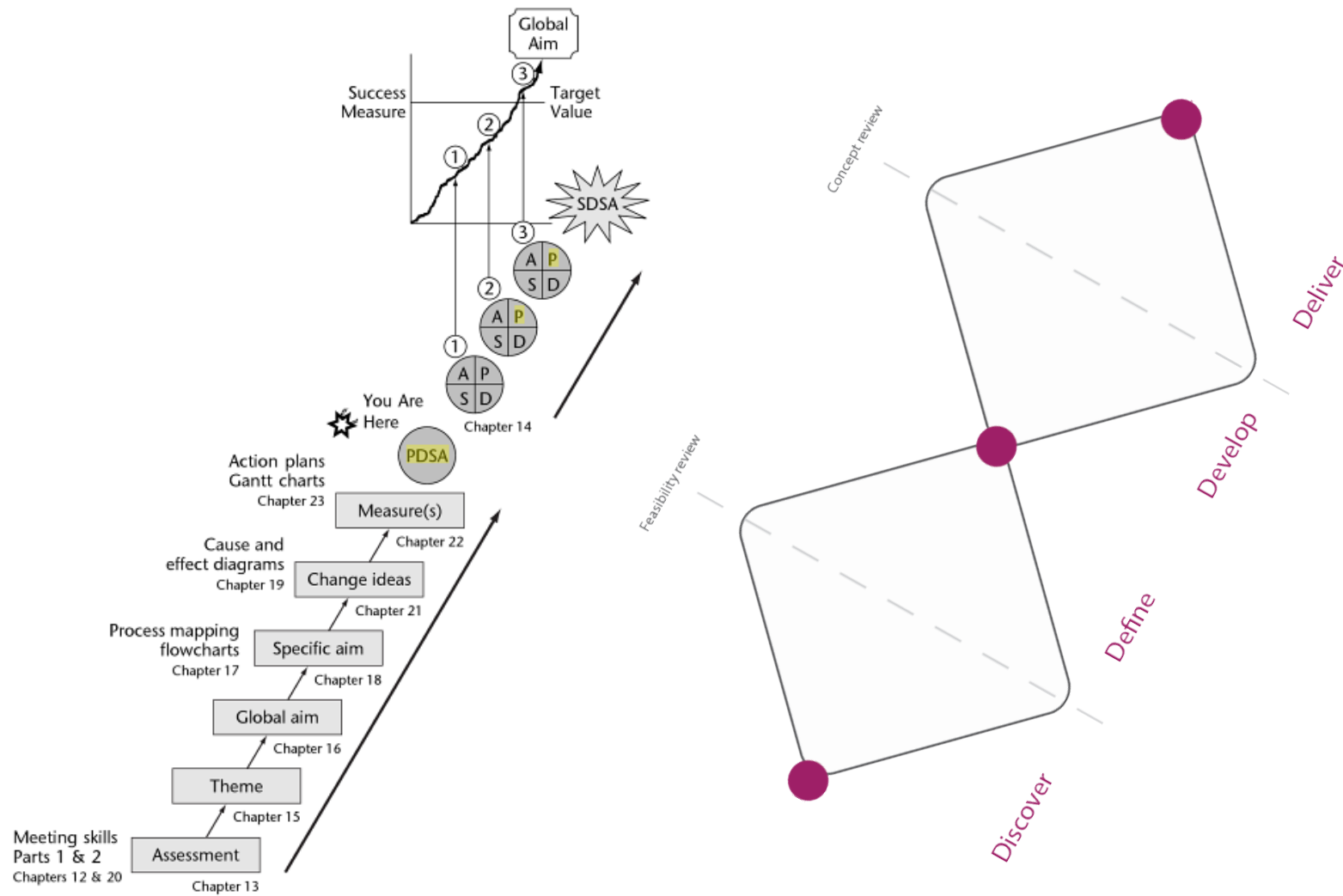
Design Consistency

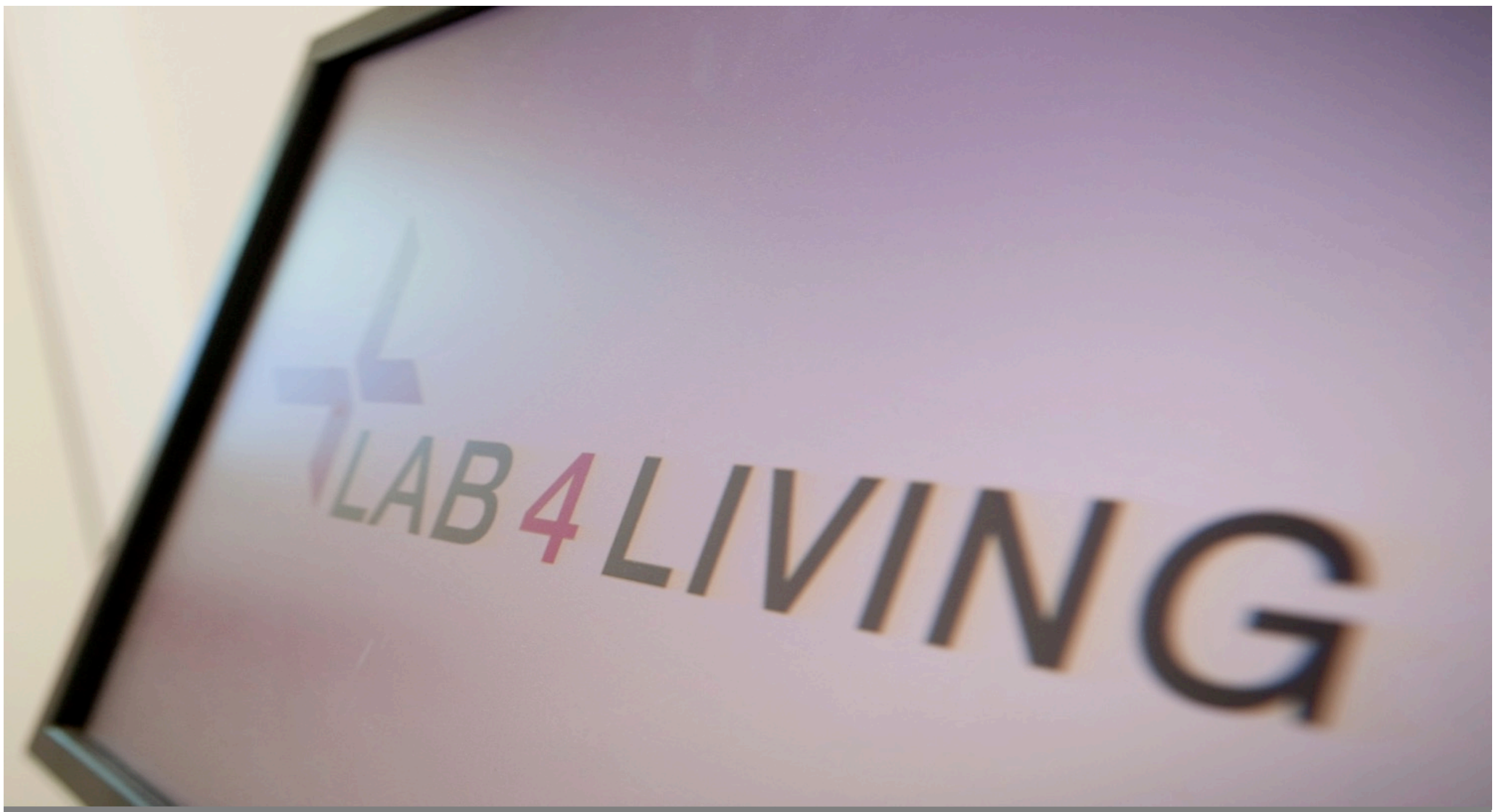
Visual icons to aid written instructions

NEW INSTRUCTIONS



What design can do for you?





www.lab4living.org.uk

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